56K External Modem

Easy Start

Version 1.0

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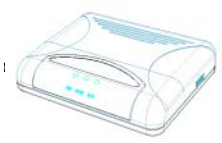
Product warranty does not apply to damage caused by lightning, power surges or wrong voltage usage.

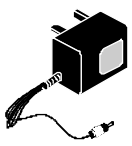
Package

If you found any missing items, please contact your dealer immediately.

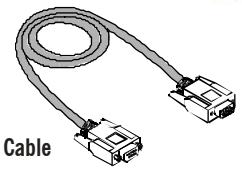
(The actual cables that are included with your package may differ in appearance from country to country)

56K External Modem





AC Power Adapter



Serial Port Cable

Telephone Extension Cable

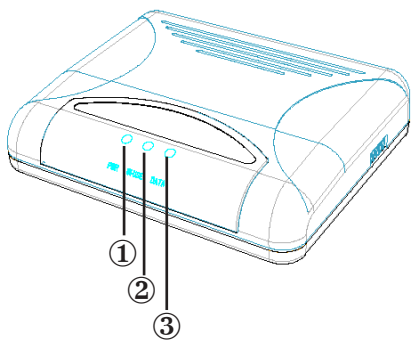
Installation CD

For problems encountered during setting up or running your modem, please refer to the Frequently Asked Questions and/or Troubleshooting Guide located in the \Manuals folder on your Installation CD.

Knowing your Modem

Familiarize yourself with the various parts of your modem. This will be useful during the installation later on.

Front Indicators



① **POWER**

Lights up when power is supplied to the modem.

② **In-Use**

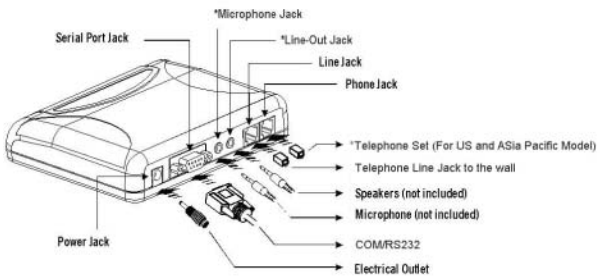
Lights up when modem is in use.

③ **DATA**

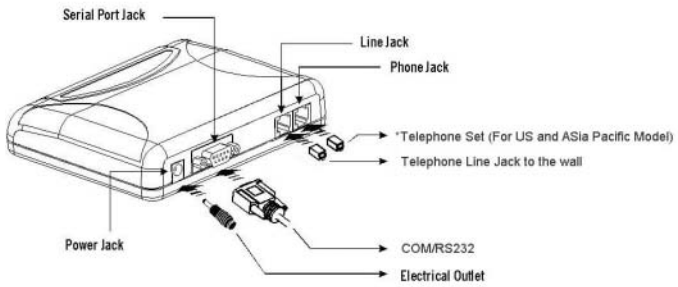
Flickers up when the modem is transmitting / receiving data.

Back Panel Indicators

EM3950-W Series (With Speakerphone Features)



EM3950-W Series (Without Speakerphone Features)



Step 1: Setting up your Modem

This section will guide you through the installation of your modem. Just follow the instructions below and you will have your modem installed in minutes.

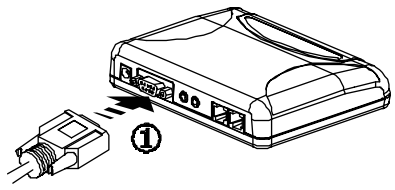
Power off your computer and any connected devices before setting up your modem!

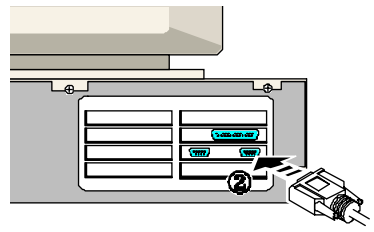
1. Connect the **Male Plug of the Serial Port Cable** to the **Serial Port Jack** on the modem.
2. Connect the **Female Plug of the Serial Port Cable** to the **9-pin serial port** on your computer.

(The location of your computer's serial port may differ from the illustration on the next page. Refer to your computer's user guide for the exact location of the serial port.)

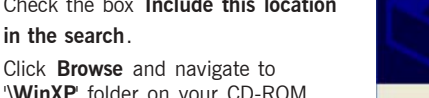
If you do not have a 9-pin port free, you would require a 9-to-25-pin converter.

If your modem doesn't require a telehone jack connection, please procced to **Step 4**

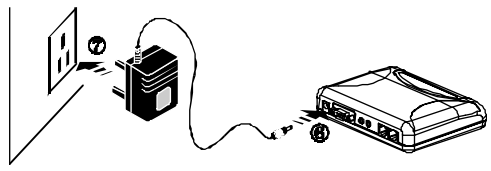




3. Connect a **telephone set** (**Telephone Set For US and Asia Pacific Model**) to the **Phone Jack** on the modem .



4. Connect **one end of the Telephone Extension Cable** to the **Line Jack** on the modem.
5. Connect **the other end of the Telephone Extension Cable** to a **Telephone Jack** on the wall.
6. Connect the **AC Power Adapter Jack** to the **Power Jack** on the modem.
7. Connect the **AC Power Adapter Plug** to an electrical outlet.

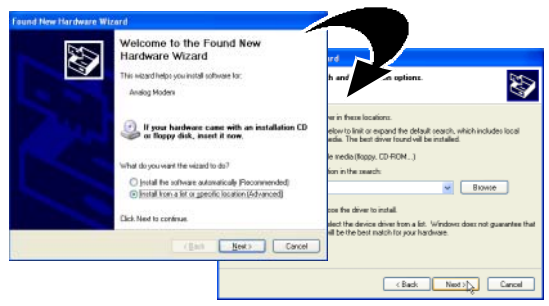


(The AC Power Adapter Plug in your modem package may differ from the illustration above. However, the connection procedure is still applicable.)

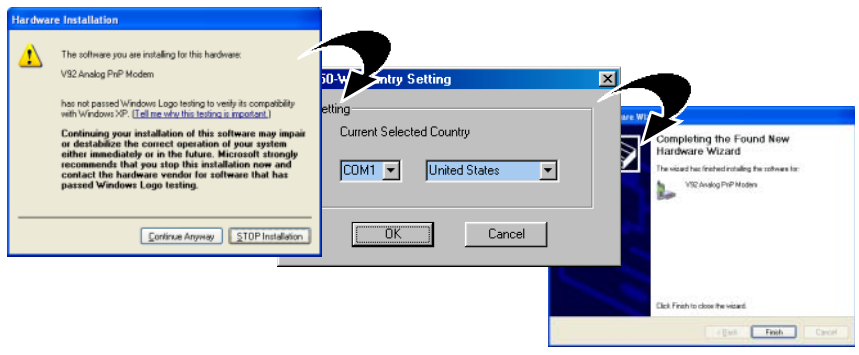
Step 2: Installing the Modem Driver

2.1 Installing the Modem Driver - For Windows® XP

1. Power on the modem. The power LED indicator lights up on the modem's front panel.
2. Power on your computer to start Windows. It will detect your newly-connected modem and an **Add New Hardware Wizard** window will appear.
   Place the Installation CD onto your CD-ROM drive. Click **Install from a list or specific location (Advanced)** and click **Next**.
3. Select **Search for the best driver in these locations**.
   Check the box **Include this location in the search**.
   Click **Browse** and navigate to '**\WinXP**' folder on your CD-ROM drive.

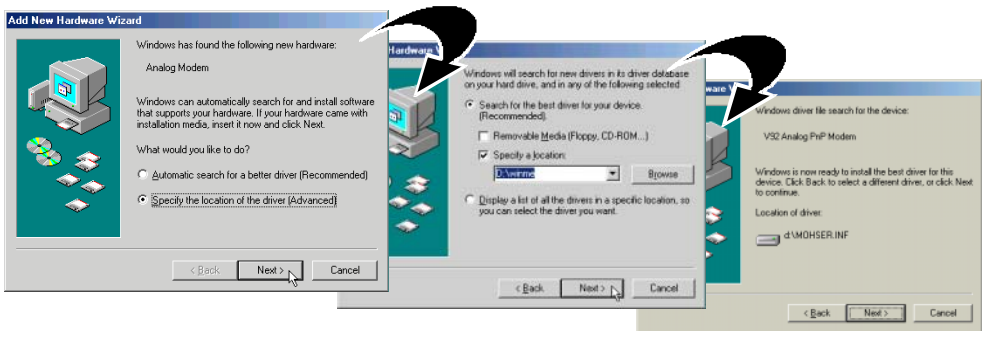


4. During installation, the following may be prompted. This happens when a newer driver is detected. Click **Continue Anyway**.
5. At the prompt for country setting, select the Com port that the modem is connected to and the country that you are currently in. Click **OK**.
6. Click **Finish** to complete the installation.
   This completes the installation of the modem driver in Windows® XP.


Hardware Installation
The software you are installing for this hardware:
V92 Analog PnP Modem
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation
Current Selected Country
COM1
United States
OK
Cancel
Completing the Found New Hardware Wizard
Finish

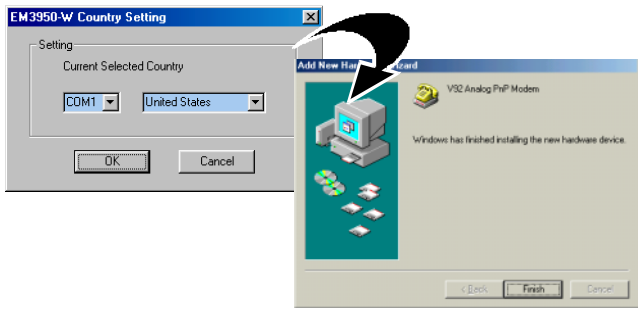
2.2 Installing the Modem Driver - ForWindows® Me

1. Power on the modem. The power LED indicator lights up on the modem's front panel.
2. Power on your computer to start Windows. It will detect your newly connected modem and an **Add New Hardware Wizard** will appear.
   Place the Installation CD onto your CD-ROM drive. Select the option **Specify the location of the driver** and click **Next**.
3. Select **Specify a location**.
   Click **Browse** and navigate to '**\Winme**' folder on the Installation CD.
4. During installation, the following may be prompted. This happens when a newer driver is detected. Click **Continue Anyway**.


Add New Hardware Wizard
Windows has found the following new hardware:
Analog Modem
Windows can automatically search for and install software that supports your hardware. If your hardware came with installation media, insert it now and click Next.
What would you like to do?
Automatic search for a better driver (Recommended)
Specify the location of the driver (Advanced)
Back
Next >
Cancel
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected
Search for the best driver for your device. (Recommended).
Removable Media (Floppy, CD-ROM...)
Specify a location:
Browse
Display a list of all the drivers in a specific location, so you can select the driver you want.
Windows driver file search for the device:
V92 Analog PnP Modem
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
d:\MOHSER.INF

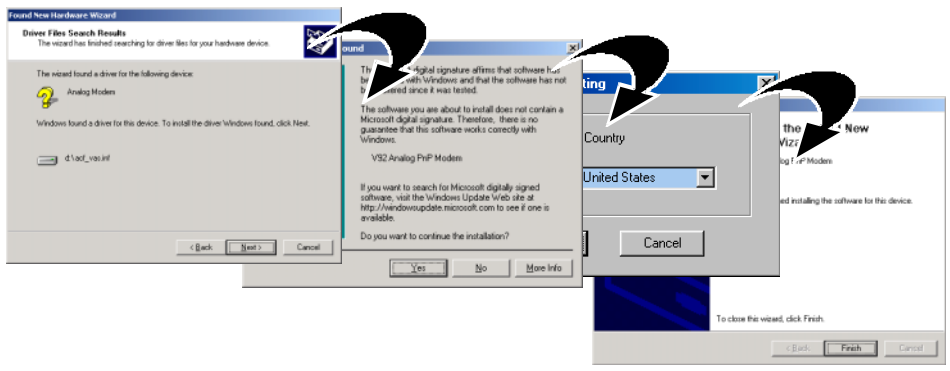
5. At the prompt for country setting, select the Com port that the modem is connected to and the country that you are currently in. Click **OK**.
6. Click **Finish** to complete the installation.

This completes the installation of the modem driver in Windows® ME.



6. Click **Next** to proceed installation with the specified driver.
7. Click **Yes** to continue if a **Digital Signature Not Found** window appears. This happens when a newer driver is detected.
9. At the prompt for country setting, select the Com port that the modem is connected to and the country that you are currently in. Click **OK**.
10. Click **Finish** to complete the installation.

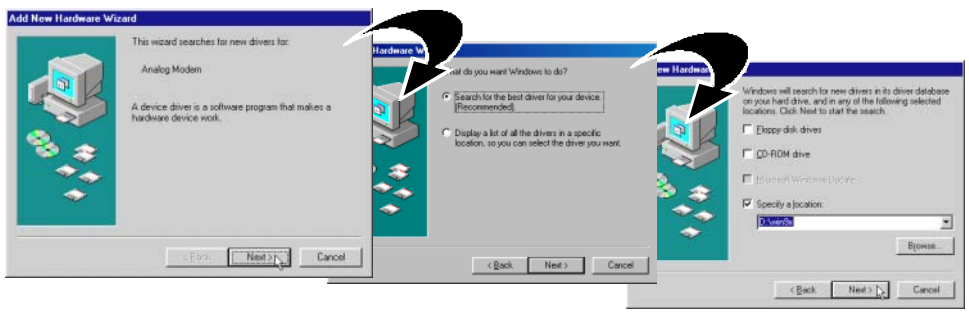
This completes the installation of the modem driver in Windows® 2000.


Found New Hardware Wizard
Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
Analog Modem
Windows found a driver for this device. To install the driver Windows found, click Next.
Back
Next >
Cancel
Digital signature affirms that software is compatible with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
V92 Analog PnP Modem
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info
Country
United States
Cancel
To close this wizard, click Finish.
Finish

For Windows® 95 installation steps, please refer to Windows® 95 Installation Guide located in the \Manuals folder on your Installation CD.

2.3 Installing the Modem Driver - For Windows® 98 / 98 SE

1. Power on the modem. The power LED indicator lights up on the modem's front panel.
2. Power on your computer to start Windows. It will detect your newly-connected and an **Add New Hardware Wizard** will appear.
   Place the Installation CD onto your CD-ROM drive and click **Next**.
3. Select **Search for the best driver for your device** and click **Next**.
4. Select **Specify a location**. Click **Browse** and navigate to '**\win9x**' folder on the Installation CD. Click **Next**.
5. Click **Next** to proceed installation with the specified driver.
6. At the prompt for country setting, select the Com port that the modem is connected to and the country that you are currently in. Click **OK**.


Add New Hardware Wizard
This wizard searches for new drivers for:
Analog Modem
A device driver is a software program that makes a hardware device work.
Back
Next >
Cancel
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
D:\win9x
Browse...

STEP 3: Verifying Your Modem

Carry out the following steps to verify if the driver for the modem has been installed successfully.

3.1 For Windows® 98 / 98 SE / Windows® Me

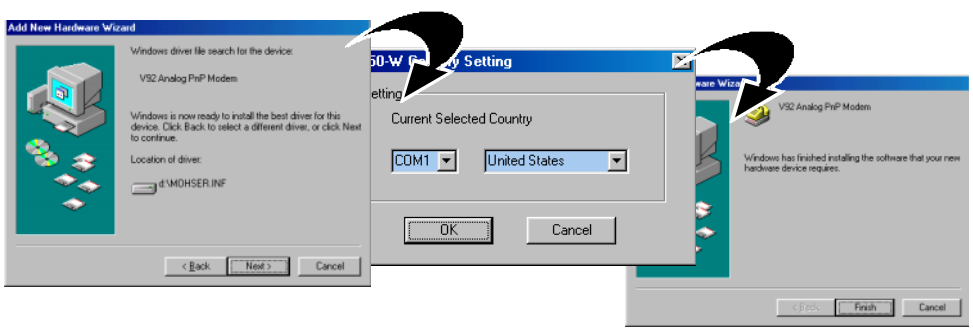
i From your Windows desktop, right-click on **My Computer** icon and click **Properties**.

ii Click on the **Device Manager** tab.

iii Double-click on the **Modem** device. You should see the following Modem model listed. This means that your Modem driver is successfully installed.

If you see a yellow exclamation mark besides **V92 Analog PnP Modem**, it means that your driver is not installed successfully. Click on the device and click **Remove**. Click **Refresh** and install your driver again. (see STEP 2).

7. When the installation is completed, click **Finish**.
   This completes the installation of the modem driver in Windows® 98.


Add New Hardware Wizard
Windows driver file search for the device:
V92 Analog PnP Modem
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
d:\MOHSER.INF
Back
Next >
Cancel
Setting
Current Selected Country
COM1
United States
OK
Cancel
V92 Analog PnP Modem
Windows has finished installing the software that your new hardware device requires.
Finish

2.4Installing the Modem Driver - For Windows® 2000

1. Power on the modem. The power LED indicator lights up on the modem's front panel.
2. Power on your computer to start Windows. It will detect your newly-connected modem and a **Found New Hardware Wizard** window will appear. Click **Next**.
3. Select **Search for a suitable driver for my device (recommended)** option and click **Next**.
4. Select **Specify a location** option and then click **Next**.
5. Place the Installation CD into your CD-ROM drive.

   Click **Browse** and navigate to to the '**\Win2000**' folder on the Installation CD. Click **OK**.

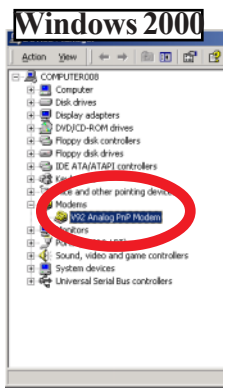
3.2 For Windows® 2000 / Windows® XP

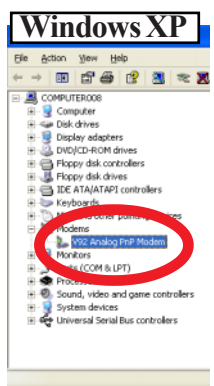
i **Windows 2000**: From your Windows desktop, right-click on **My Computer** icon and click **Properties**.
Windows XP: Click **Start**. Right-click on **My Computer** icon and click **Properties**.

ii Click on the **Hardware** tab and click **Device Manager**.

iii Double-click on the **Modem** device. You should see the following Modem model listed. This means that your Modem driver is successfully installed.

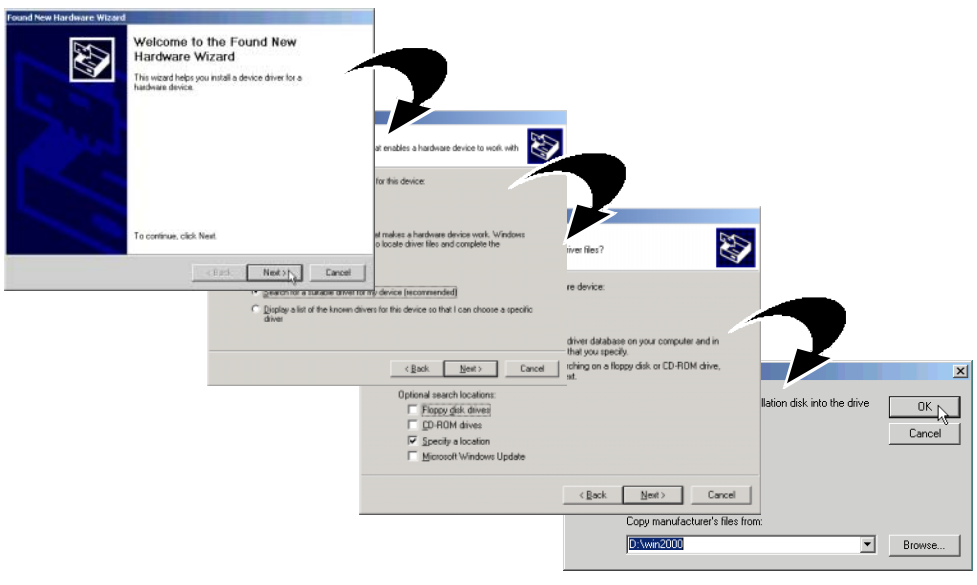
If you see a yellow exclamation mark besides **V92 Analog PnP Modem**, it means that your driver is not installed successfully. Click on the device and click **Uninstall**. Right click on the mouse and select **Scan for hardware changes** and install your driver again. (see STEP 2).





Uninstalling Your Modem Driver

1. From your Windows taskbar, click **Start** > **Settings** > **Control Panel**.
2. Select **Add/Remove Programs**. Double-click on **V92 Analog PnP Modem** to remove modem driver.



Technical Support

Hotline	:	(65) 6741 7211 (Sales Enquiry) (65) 6749 2062 (Technical Support)
Email	:	sales@aztech.com (Sales Enquiry) support@aztech.com (Technical Support)
Fax	:	(65) 6749 1198
Working Hours	:	Monday to Friday - 0900 to 1730 Saturday/Sunday/Public Holidays - Closed

Technical Support Considerations

Majority of enquiries can be resolved efficiently. However, there may be cases when it is beyond our technical support to assist you. We may not be able to assist you in:

- **Hardware conflicts**
  We will try to discover them and make suggestions but we are unable to repair them over the telephone.
- **Software conflicts**
  Removal of other software and reinstalling our software may be the only solution.
- **O/S problem**
  If you encounter problems like fatal exception or illegal operation, kindly refer to your PC vendor.
- **Modifications made to your software**
  Our technical support officers are trained to support the software we provide as part of our service and they are knowledgable about a wide range of other programs. However, we are unable to support software that has been modified.

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